



**STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE AND EVALUATION**

SECTION I - Identification

Working Title: Administrative Assistant

Department: Transportation

Class Code Number: 436113

Division & Bureau: MCS Division

Class Code Title: Administrative Assistant

Section & Unit: N/A

Pay Band: 3

Work Address:
2701 Prospect Ave
Helena, MT 59620

Position Number: 22075

Phone: 406.444.7638

☐ FLSA Exempt

☒ FLSA Non-Exempt

Profile Completed By:
Dennis Hult, Chief MCS Operations Bureau

Work Phone:
406.444.9624

Work Unit Mission Statement or Functional Description:

The Motor Carrier Services Division (MCS) protects the Federal and Montana investment in Montana's highway system and ensures traveling public safety through regulation of the motor carrier industry and enforcement of state and federal commercial and agricultural motor carrier laws, rules, and regulations; licenses and permits commercial vehicles in compliance with State, Regional, and Federal law and/or agreement and establishes state, national and international commercial motor carrier regulatory and enforcement rule and policy on behalf of the State of Montana. MCS is a multi-program division responsible for:

- Administration of Montana's Commercial Motor Carrier size and weight enforcement program
- Administration of Montana's Heavy Vehicle Use Tax (HVUT) Program
- Administration of Montana's Motor Carrier Safety Assistance Program (MCSAP) Program
- Fuel tax evasion and dyed fuel enforcement
- Montana's oversize and overweight permit program
- Interstate Commercial Vehicle Licensing and Registration in Montana
- Administration of the International Registration Plan (IRP) for Montana
- Development of Montana's national and international commercial vehicle rules and policies
- Administration of the PrePass weigh station bypass program in Montana
- Management of MDT's Intelligent Transportation System/Commercial Vehicle Operations Program
- Management of Montana's Commercial Vehicle Information System Network (CVISN) program

Describe the Job's Overall Purpose:

This position provides a full range of professional administrative services in support of the MCS Division. Organizationally, this position reports directly to the MCS Division Administrator. This position strives to promote MDT's mission statement to serve the public by establishing a service orientation toward constituents, customers and the public by being responsive, informative and open to outside involvement; and, by being resourceful and striving for excellence in the organizational effectiveness, efficiency and accountability. This mission can be utilized through daily communication within the Division, other agencies, industry, and the general public to assure that all goals and objectives of the Division and Bureaus are effectively achieved.

<i>SECTION II - Major Duties or Responsibilities</i>	<i>% of Time</i>
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1. Predominant Duties and Responsibilities

A. Administrative Services	50%
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1. Serves as a division support receptionist and initial point of contact for customer service to incoming callers and commercial motor carrier customers. Respond directly to inquiries related to general program operations and activities. Directs callers or visitors to appropriate division personnel or appropriate resources. Greets and directs the general public and department employees to the appropriate Division resources. Answers general questions from the motor carrier industry and the general public.
2. Performs the following MCS administrative functions:
 - a) Answers telephone calls and retrieves phone messages for customer call-back; redirects customer needs to applicable Enforcement, Licensing and Permitting or Operations personnel;
 - b) Schedules and coordinates meetings, travel and training for MCS personnel;
 - c) Purchases and maintains inventory of Division office supplies
 - d) Purchases Division's minor equipment,
 - e) Arranges office equipment service/repair calls;
 - f) Reviews incoming mail and distributes to appropriate division staff; and,
 - g) Refers customers to appropriate Division, Department or State resources.
3. Compiles and distributes information for Division staff, the public and other internal users for use at meetings and general work unit correspondences.
4. Distributes, packages, coordinates and sends Enforcement Bureau monthly mail-outs and Division express shipments (e.g., UPS, Federal Express, etc.), registered, certified, bulk mailings and other delivery services.
5. Organizes and manages the Division forms, files and records. Tasks include:
 - a) Manages, inventories, tracks and orders Division forms, including financial stationary and citations,
 - b) Maintains and updates Division supply and inventory lists,
 - c) Prepares records-related forms to assure financial stationary inventory and office supplies remains current and stocked,

- d) Manages document retention schedules and disposal. Purge old files, update current file inventory lists/schedules and amend retention schedules.
- e) Distributes, tracks, sends and manages the distribution of Division forms, including citation books and financial stationary books to/from Division personnel,
- f) Files Division records, both electronically and hardcopy

B. Information Management and Data Entry

45%

1. Establishes and maintains electronic and hardcopy records and file management systems to ensure the availability of essential Division and associated files, records, correspondences and information. Common tasks involve: entering information into various databases, developing and entering information into spreadsheets, managing file index structures, as well as accessing and providing records and reports as requested. Duties include:
 - g) Entering Enforcement Bureau's handwritten Notices to Appear (Form 8) citations and disposition information into ORACLE database; archiving the handwritten office and disposition copies received from the courts; generating various reports as requested by MCS Management,
 - h) Providing assistance to license and permit internet users who electronically submit requests for online access to the fuel licensing, vehicle registration and permitting systems; coordinates account access; tracks internet user accounts; provides training materials to new internet customers,
 - i) Develops and submits reports from various databases and spreadsheets

C. Other Duties and Responsibilities

5%

Performs a variety of assignments and projects as directed by MCS Management. Projects include conducting research, coordinating special events, and providing input on operational practices and procedures. Duties include acting as backup to count the MCS cash box when the primary contact is absent.

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1. ***Which of the duties and/or specific tasks are considered "essential functions" that must be performed by this position (with or without accommodations)? (If you need information or training on the identification of essential functions, please contact MDT Human Resources Division.)***

All Duties listed above

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Predominant work requires the ability to sit or stand for extended periods of time (working at a desk).
- Operating a personal computer.
- Communicate in writing, in person and over the phone.
- Lifting a minimum of 25 pounds infrequently and 10 pounds routinely.

MENTAL

- Ability to multi-task.
- Demands for accuracy in all aspects of work.
- Ability to meet inflexible deadlines.
- Compiling information.
- Ability to read and understand laws and regulations, department and division policies.
- Interoffice communication in a diverse work group.

Predominant work is performed in an office.

Does this position supervise others? ☐ Yes ☒ No

This position is responsible for:

- | | | | |
|---|-------------------------------------|--------------------------------------|------------------------------------|
| <input type="checkbox"/> Hiring | <input type="checkbox"/> Firing | <input type="checkbox"/> Supervision | <input type="checkbox"/> Pay Level |
| <input type="checkbox"/> Performance Management | <input type="checkbox"/> Promotions | <input type="checkbox"/> Discipline | |
| <input type="checkbox"/> Other: | | | |

Attach an Organizational Chart.

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

office management methods and procedures,
bookkeeping and accounting principles and practices,
computers and software applications,
business English,
composition and grammar

SKILLS:

Proficient operation of personal computers, Microsoft software and general office equipment.

Behaviors required to perform these duties?

write clearly and concisely,
manage multiple tasks and deadlines,
accurately follow written and verbal instructions,
make routine decisions,
maintain confidentiality,
maintain effective working relationships

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input checked="" type="checkbox"/> High school diploma or equivalent | <input type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Other education, training, certification, or licensing required (specify):

Proficient operation of personal computers, Microsoft software and general office equipment.

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No prior experience required | <input type="checkbox"/> 3 years |
| <input checked="" type="checkbox"/> 1 year | <input type="checkbox"/> 4 years |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 5 or more years |

Other specific experience (optional): A minimum of one of progressively responsible administrative and customer service experience.

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

☐ Yes ☒ No

SECTION IV – Other Important Job Information

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: _____ Title: _____

Signature: _____ Date: _____

Immediate Supervisor:

Name: _____ Title: _____

Signature: _____ Date: / /

Division/District Administrator:

Name: Duane Williams _____ Title: MCS Division Administrator

Signature: _____ Date: / /

Department Designee:

Brent Rabe _____ Title: Human Resources Administrator

Signature: _____ Date: / /
